

March 23, 2012

To: Executive Board

Subject: **August Performance Indicators Report**

Recommendation

Receive and file the August 2012 Performance Indicators Report.

Summary

The performance indicators report provides an analysis of Foothill Transit's nine key indicators on a month-to-month basis. Data is collected from a variety of sources such as the fareboxes on buses; contractor reported data, and financial performance data.

Below is a snapshot of system performance. *Further detail on the items discussed below can be found in the analysis section of this item.*

- **Boardings** – Overall boardings recorded for August 2012 was 1,171,679. This is approximately one percent lower than August 2011 ridership.
- **Fare Revenue** – Total fare revenue for August 2012 was \$1,565,433, resulting in an average fare of \$1.34 per boarding. This is an improvement of 7.16 percent over August 2011 revenue levels.
- **Operating Expenses** – Total operating expenses for August 2012 were \$5,352,278 resulting in an average cost per service hour of \$87.24, about four percent lower than August 2011.
- **Accidents** – There were ten preventable accidents in August 2012, producing an average of 0.90 preventable accidents per 100,000 miles for the month.
- **Customer Complaints** – Foothill Transit recorded 14.94 complaints per 100,000 boardings for August. This is an increase of 51 percent over the August 2011 figures.
- **Schedule Adherence** – This month Foothill Transit's SMARTBus system reports 74.4 percent of all trips as on-time. This is a decline of 16.07 percent when compared to the manually collected August 2011 figure.

Analysis

Attachments A - L show the performance indicators used to determine Foothill Transit's progress toward achieving our overall goals and objectives for this fiscal year. In order to accomplish its mission, Foothill Transit focuses on these goals:

- 1) Operate a safe transit system;
- 2) Provide outstanding customer service;
- 3) Operate an effective transit system;
- 4) Operate an efficient transit system.

Overall System Performance

Foothill Transit's overall system performance is based on several key indicators. These include total monthly ridership, vehicle service hours, fare revenues, and the total operating expenses incurred throughout the month.

Attachment A includes a summary of system goals and their respective performance indicators.

Total Boardings and Total Revenues

Total boardings in August 2012 were 1,171,679. This reflects a 63,000 increase from July 2012, but almost a one percent decrease compared to August 2011.

Revenues in August 2012 were \$1,565,433 million, representing a 7.16 percent increase over August 2011. Comparing year to date, revenues are up almost 1.5 percent.

Total expenditures for the month were \$5.3 million, which is a half percent improvement compared to August 2011. Overall year-to-date expenses show an increase of 3.6 percent over the previous fiscal year.

Attachment B displays Total Boardings and Revenue for the past 13 months.

Following is a summary of how Foothill Transit's performance indicators relate to achieving its four primary goals:

Goal #1 – Operate a Safe Transit System – Foothill Transit's primary goal is to operate a safe transit system. The number of preventable accidents incurred for every 100,000 miles of vehicle operation measures system safety.

Preventable Accidents per 100,000 Miles

Foothill Transit has adopted a standard of 0.80 preventable accidents per 100,000 miles for this fiscal year. In August 2012 there were 10 preventable accidents, producing an average of 0.90 preventable accidents per 100,000 miles for the month. This is almost double the preventable accidents from the August 2011 figure. Year-to-date accidents are averaging 0.78 preventable accidents per 100,000 miles. This figure includes an unusual number of rear-view mirror collisions at the same location westbound exiting the temporary El Monte Station. Caltrans is working to identify the root cause of these

collisions and First Transit operators are being coached to avoid these collisions in the future.

Attachment C provides a summary of Preventable Accidents per 100,000 Miles.

Goal #2 – Provide Outstanding Customer Service - Foothill Transit measures achievement of this goal by monitoring the following categories: Complaints per 100,000 Boardings; Average Miles between Service Interruptions; Average Hold Time; and Schedule Adherence.

Complaints per 100,000 Boardings

In August a total of 14.94 complaints per 100,000 boardings were recorded. This is double the number of complaints in August 2011. Of the 175 complaints received during the month, 79 were related to schedule adherence. There were also 41 complaints related to operator courtesy, 3 related to safety, and 5 related to fares. The agency also received 17 compliments for the month. As has been the case over recent months, the expanded span of hours that Foothill Transit's customer service phone lines are now available have resulted in an increase in both complaints and compliments.

Attachment D provides a summary of average Complaints per 100,000 Boardings.

Schedule Adherence

Foothill Transit has adopted a goal of 90 percent Schedule Adherence for this fiscal year. In August 2012 the agency achieved an average of 74.4 percent on-time performance on all lines. Overall schedule adherence is down 16 percent compared to August 2011 and down almost 11 percent year to date.

Average Hold Time

Data available from the phone systems at our five Transit *Stores* and our administrative office allows the monitoring of individual stores, specific lines, and the times at which there are higher call volumes, so that the stores can be staffed accordingly. The recorded average hold time of 44 seconds during August 2012 is below the performance target of 45 seconds. The Transit *Store* management team continuously monitors the call queue to ensure calls are being answered in an efficient and timely manner.

Attachment F provides a summary of Average Hold Time.

Average Miles between Service Interruptions

In August, Foothill Transit averaged 25,698 miles between service interruptions. This is above the fiscal year target of 15,000 miles. Year-to-date average miles between service interruptions are currently 31,997, which is 33.45 percent lower than the previous fiscal year.

Attachment G, Average Miles between Service Interruptions, compares the average miles between service interruptions with our performance standard.

Goal #3 – Operate an Effective Transit System- Foothill Transit measures its overall effectiveness as a transit system by monitoring Boardings per Vehicle Service Hour and Average Weekday Boardings.

Boardings per Vehicle Service Hour

The agency averaged 19.1 boardings per vehicle service hour in August 2012. This represents a decrease of almost six percent from the August 2011 figure. The 61,351 service hours operated during the month are almost six percent above the same period in the previous fiscal year.

Attachment H shows the trend of this performance indicator.

Average Weekday Boardings

In August 2012, the agency averaged 43,782 boardings per weekday. This figure reflects a decrease of almost one percent from August 2011 average weekday boardings. Year-to-date average weekday boardings are currently one percent below the previous fiscal year.

Attachment I, Average Weekday Boardings, shows the trend of this indicator.

Goal #4 – Operate an Efficient Transit System- Foothill Transit measures its overall efficient use of available resources by monitoring farebox recovery ratio and average cost per vehicle service hour.

Average Cost per Vehicle Service Hour

The organization's average cost per vehicle service hour in August 2012 was \$87.24. This is a decrease of four percent from the August 2011 figure. While the year-to-date cost per hour figure of \$90.10 shows an almost two percent increase over the previous fiscal year, it is still below the performance target of \$99.22.

Attachment J, Average Cost per Vehicle Service Hour, shows the trend of this indicator.

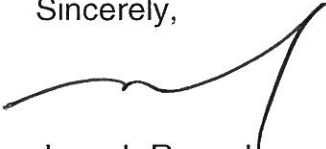
Farebox Recovery Ratio

The August 2012 farebox recovery ratio was 29.25 percent. This is a 6.59 percent increase over the August 2011 figure and is higher than the performance target of 26.76 percent. For the fiscal year, farebox recovery ratio is currently tracking at 28.08 percent and represents a 2.02 percent decrease over the previous fiscal year. The farebox recovery ratio is calculated by dividing total revenue by total operating expense.

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Attachment K, Farebox Recovery Ratio, shows the trend for this indicator.

Sincerely,



Joseph Raquel
Director of Planning



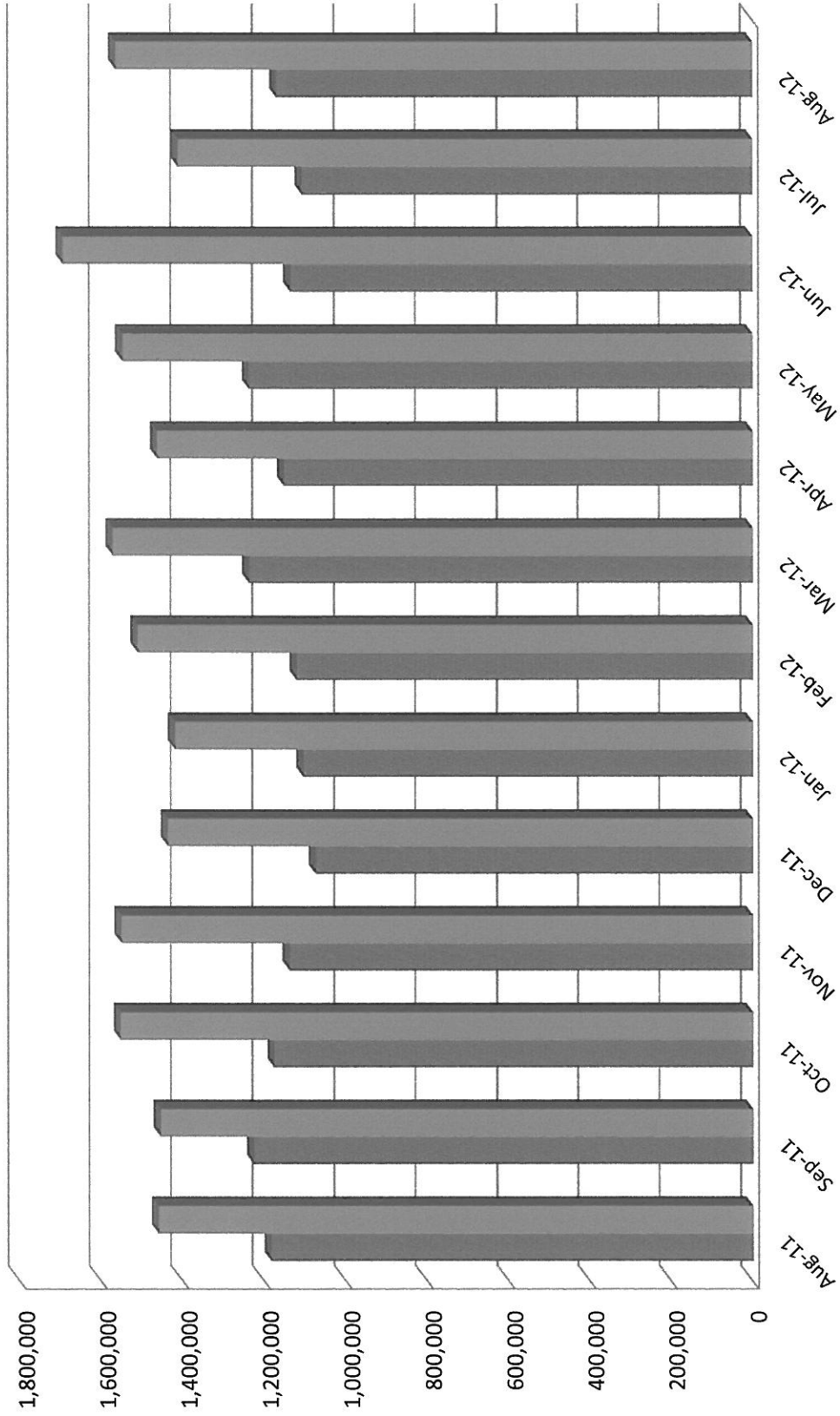
Doran J. Barnes
Executive Director

Attachment A: Key Indicators Report
August-12

Goal	Performance Indicator	Attachment	Current Month	MTD Meets/Exceeds	Same Month Prior Year	% Improvement	Performance Target	FY 13 Year to Date	YTD Meets/Exceeds	FY 12 Year to Date	% Improver
Overall System Performance	Total Boardings	B	1,171,679	N/A	1,184,282	-1.06%	N/A	2,280,587	N/A	2,298,093	-0.76%
	Vehicle Service Hours		61,351	N/A	58,319	5.20%	N/A	120,327	N/A	113,892	5.65%
	Total Fare Revenue	B	\$1,565,433	N/A	\$1,460,808	7.16%	N/A	\$2,978,555	N/A	\$2,935,709	1.46%
	Total Operating Expense		\$5,352,278	N/A	\$5,324,052	0.53%	N/A	\$10,834,141	N/A	\$10,455,035	-3.63%
Safe Transit System	Preventable Accidents per 100,000 Miles	C	0.90		0.44	105.67%	0.60	0.78		0.54	-30.67%
Provide Outstanding Customer Service	Complaints per 100,000 Boardings	D	14.94		9.88	-51.17%	10.5	18.33		9.49	-93.20%
	Schedule Adherence	E	74.4%		88.6%	-16.07%	90%	76.9%		86.3%	-10.92%
	Average Hold Time	F	0:44	X	0:33	-33.33%	0:45	0:42	X	0:33	-27.27%
	Average Miles Between Service Interruptions	G	25,698	X	47,529	-45.93%	15,000	31,997	X	48,079	-33.45%
Operate an Effective Transit System	Boardings per Vehicle Service Hour	H	19.1		20.3	-5.91%	20.1	19.0		20.2	-6.19%
Operate an Efficient Transit System	Average Weekday Boardings	I	43,782		43,959	-0.40%	46,000	44,061		44,539	-1.07%
	Average Cost per Vehicle Service Hour	J	\$87.24	X	\$91.29	4.44%	\$99.22	\$90.10	X	\$91.80	1.86%
	Farebox Recovery Ratio	K	29.25%	X	27.44%	6.59%	26.76%	27.51%	X	28.08%	-2.02%

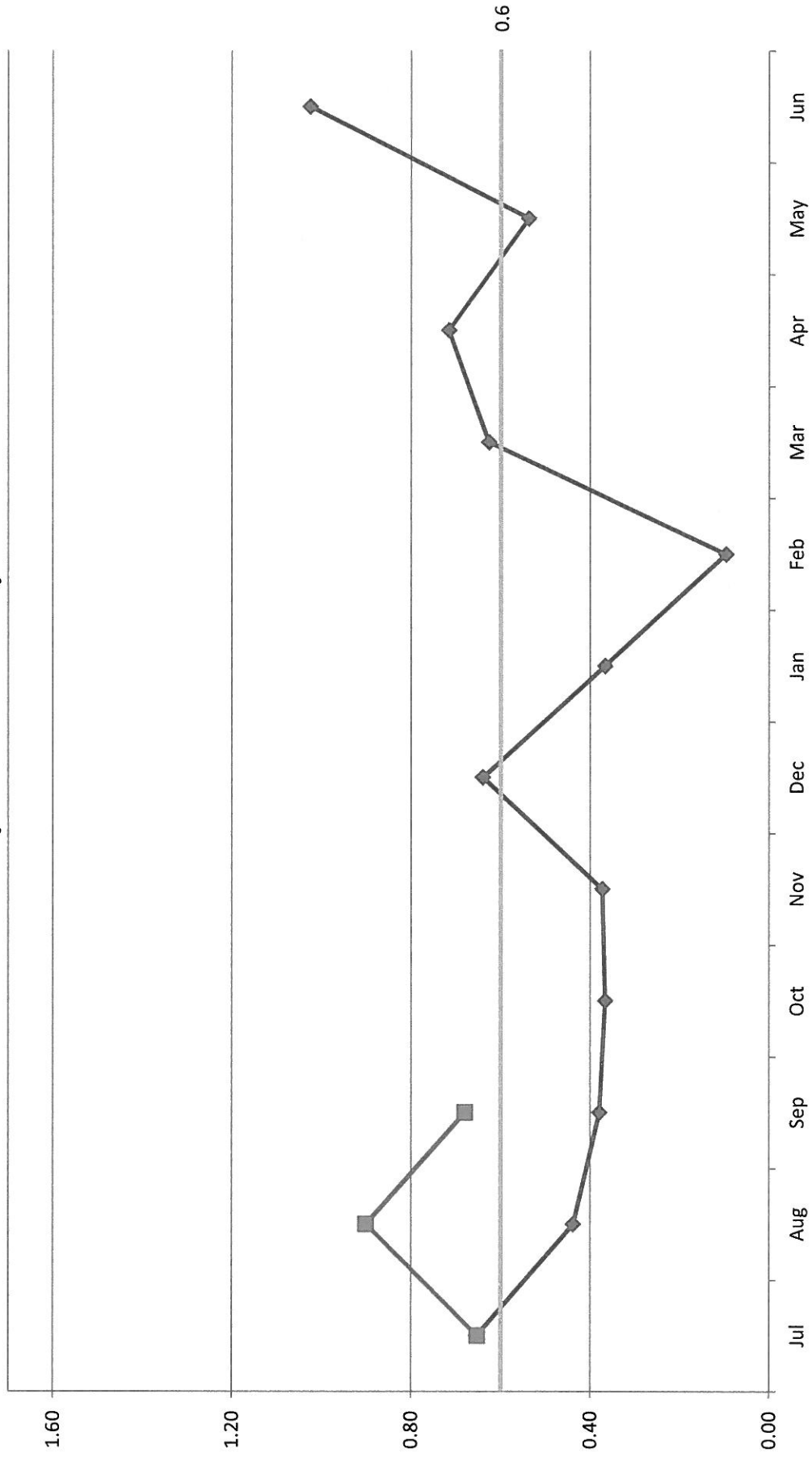
Attachment B

Attachment B: Total Boardings vs. Total Revenues

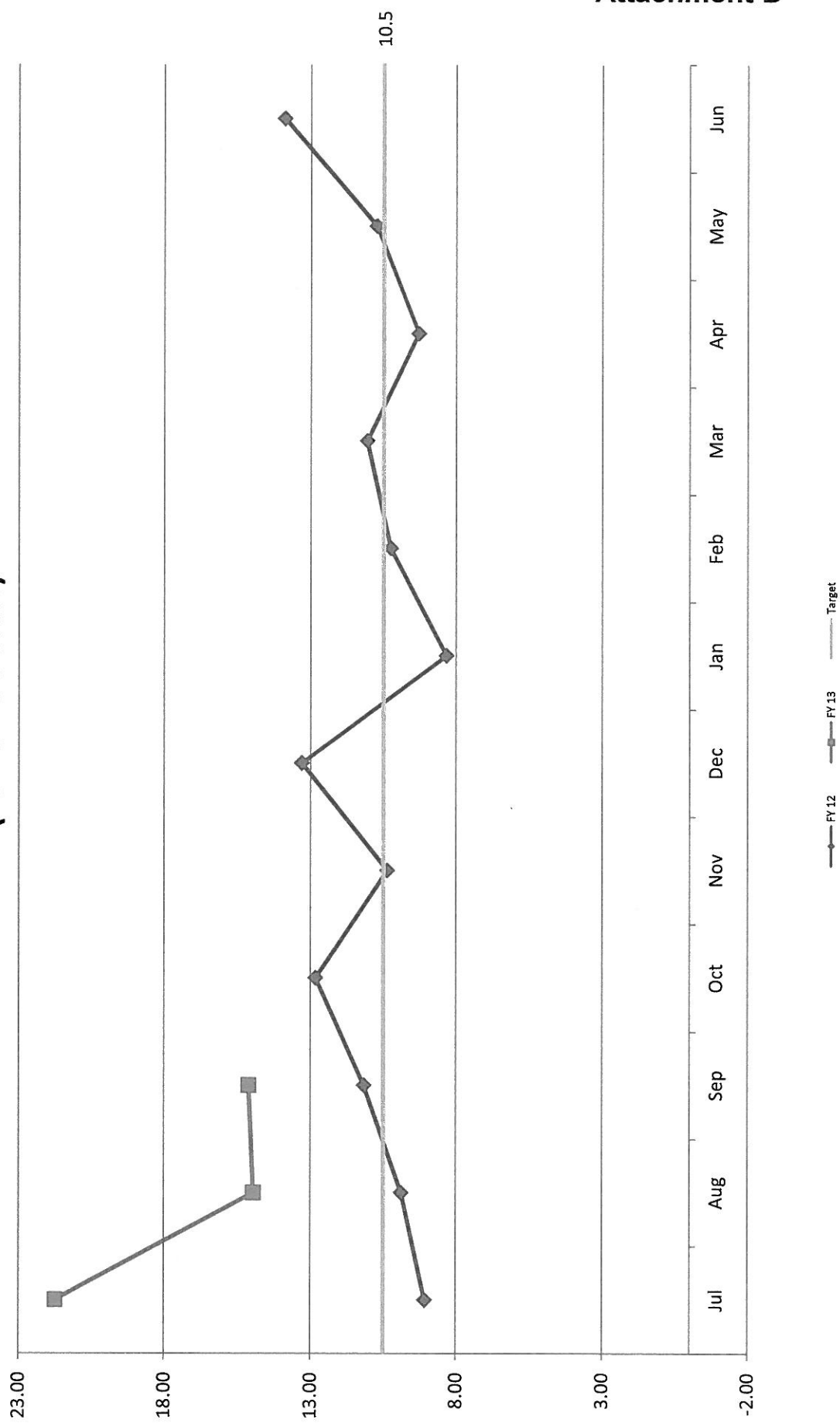


	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12
Series1	1,184,282	1,226,855	1,177,187	1,138,768	1,075,173	1,105,137	1,121,948	1,238,135	1,152,487	1,238,863	1,136,981	1,108,908	1,171,679
Series2	\$1,460,808	\$1,455,796	\$1,553,731	\$1,551,750	\$1,437,850	\$1,420,704	\$1,511,667	\$1,572,799	\$1,463,875	\$1,548,657	\$1,695,542	\$1,413,122	\$1,565,433

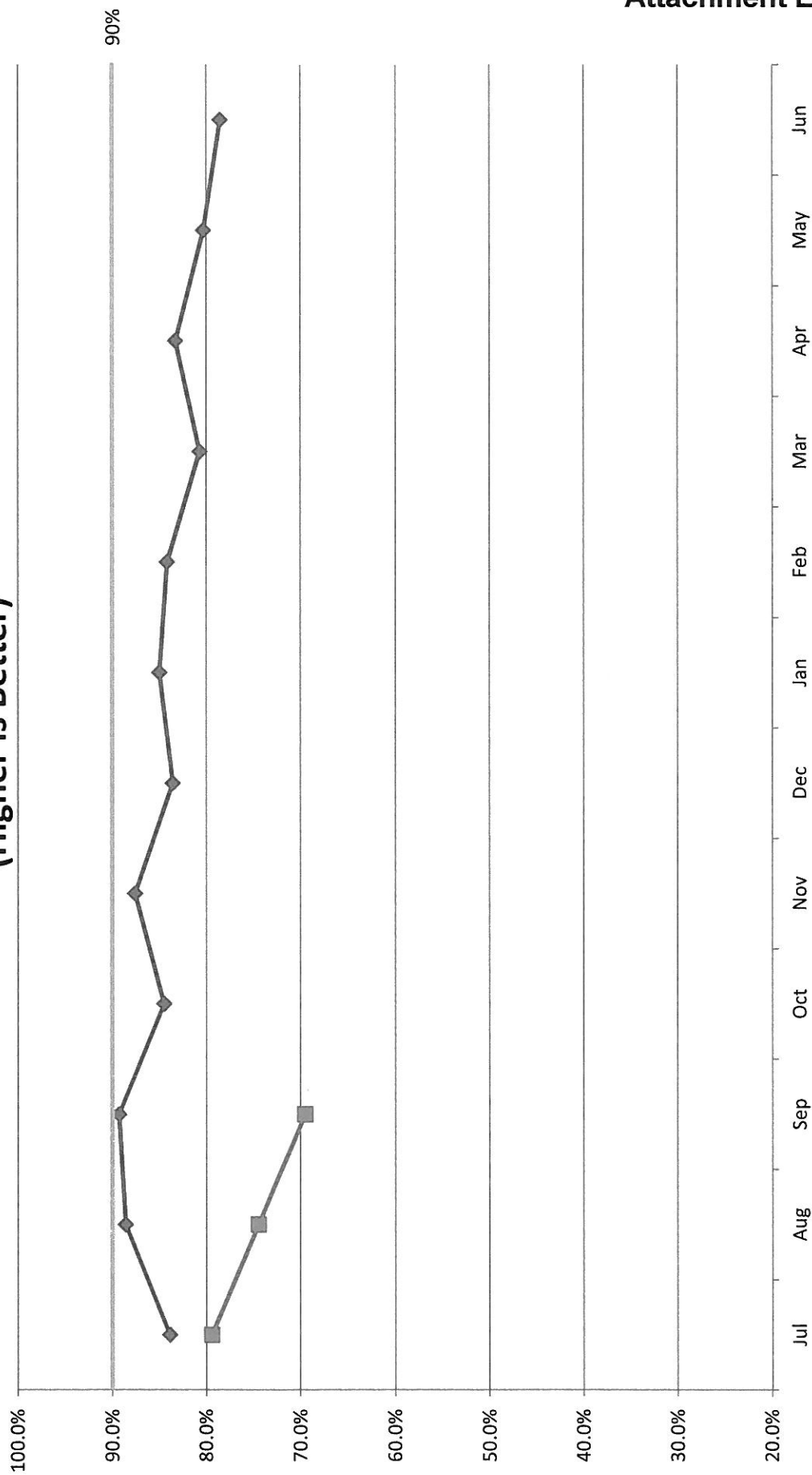
Attachment C: Preventable Accidents per 100,000 Miles (Lower is Better)



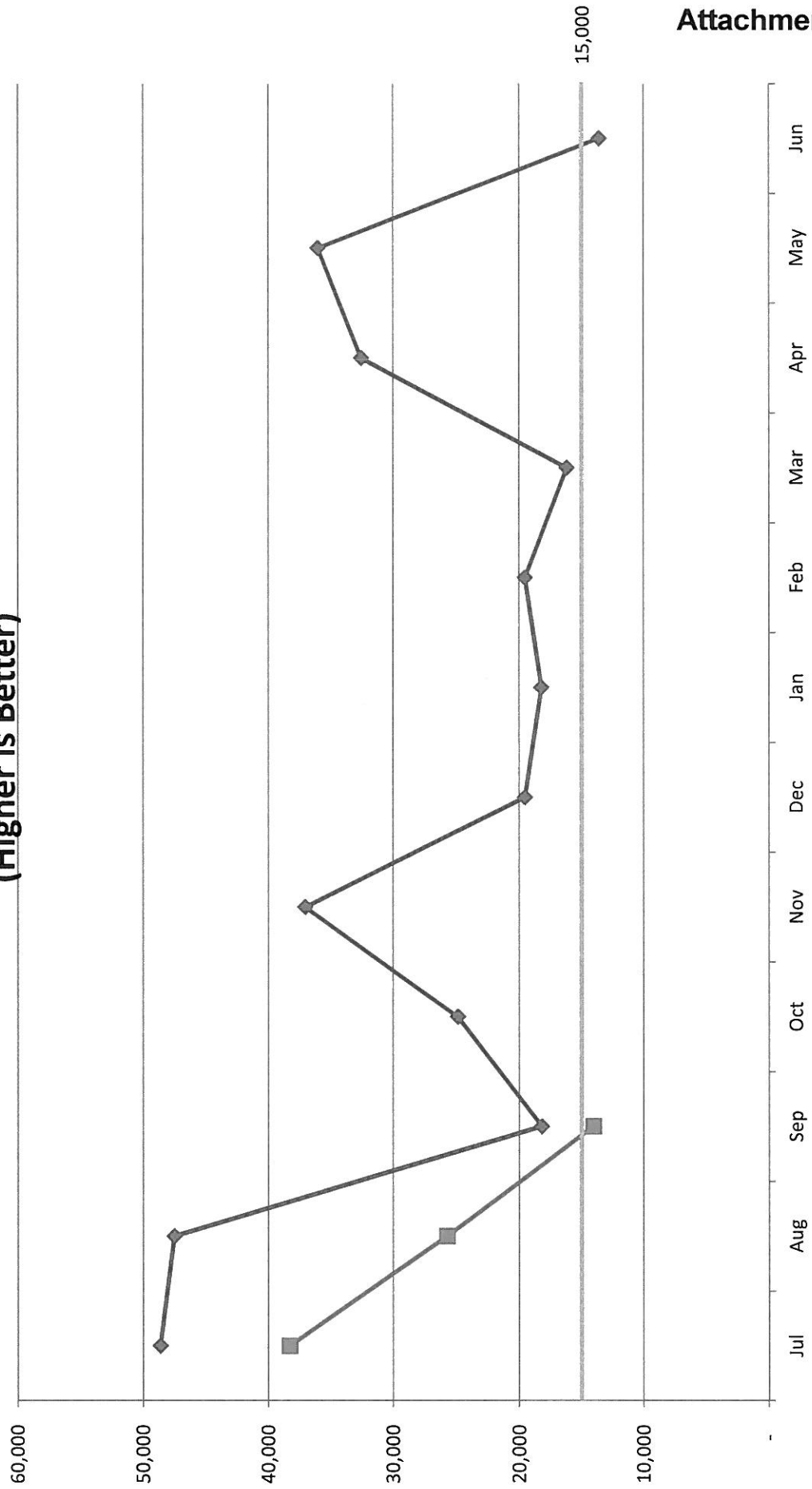
Attachment D: Complaints per 100,000 Boardings
(Lower is Better)



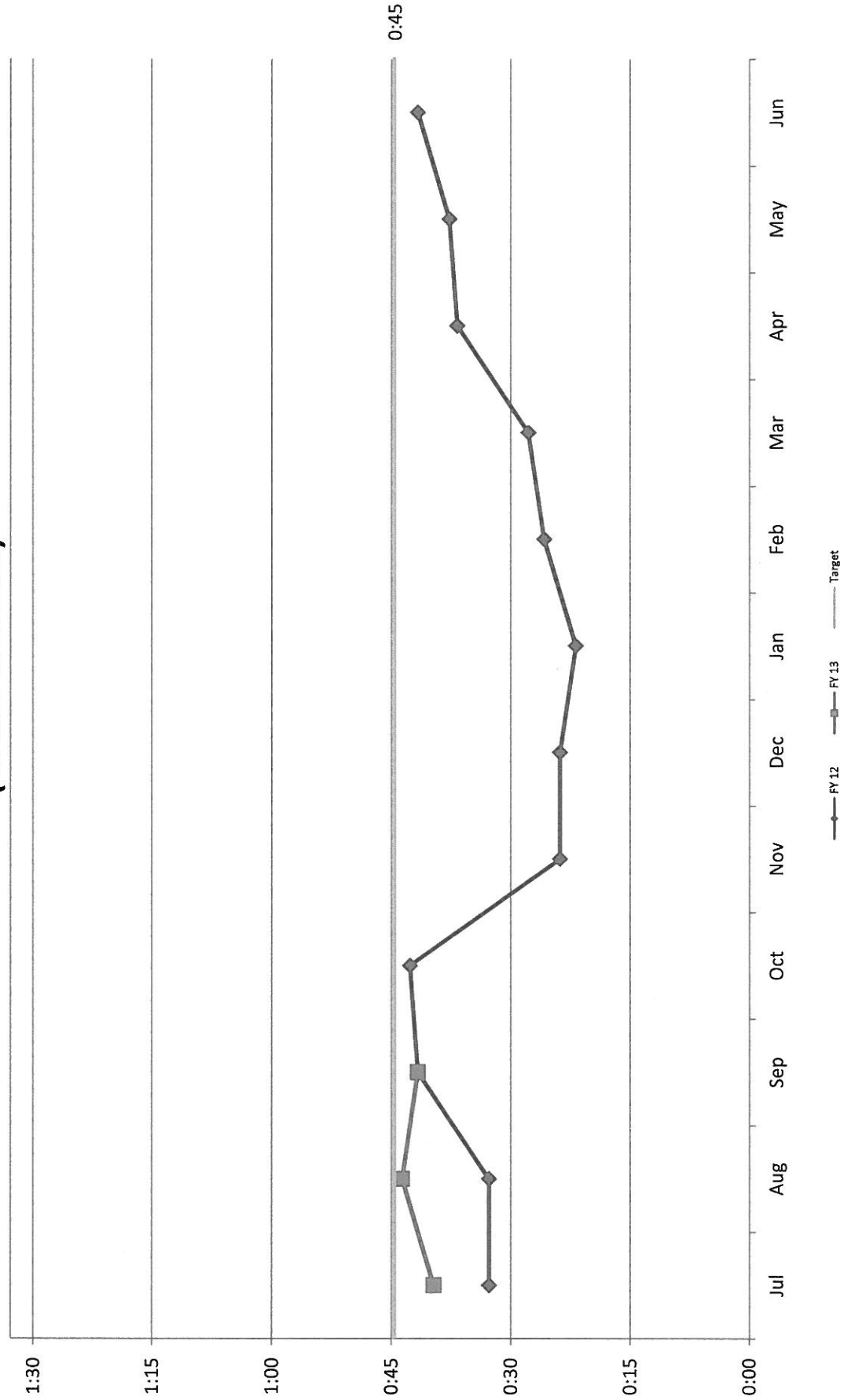
Attachment E: Schedule Adherence (Higher is Better)



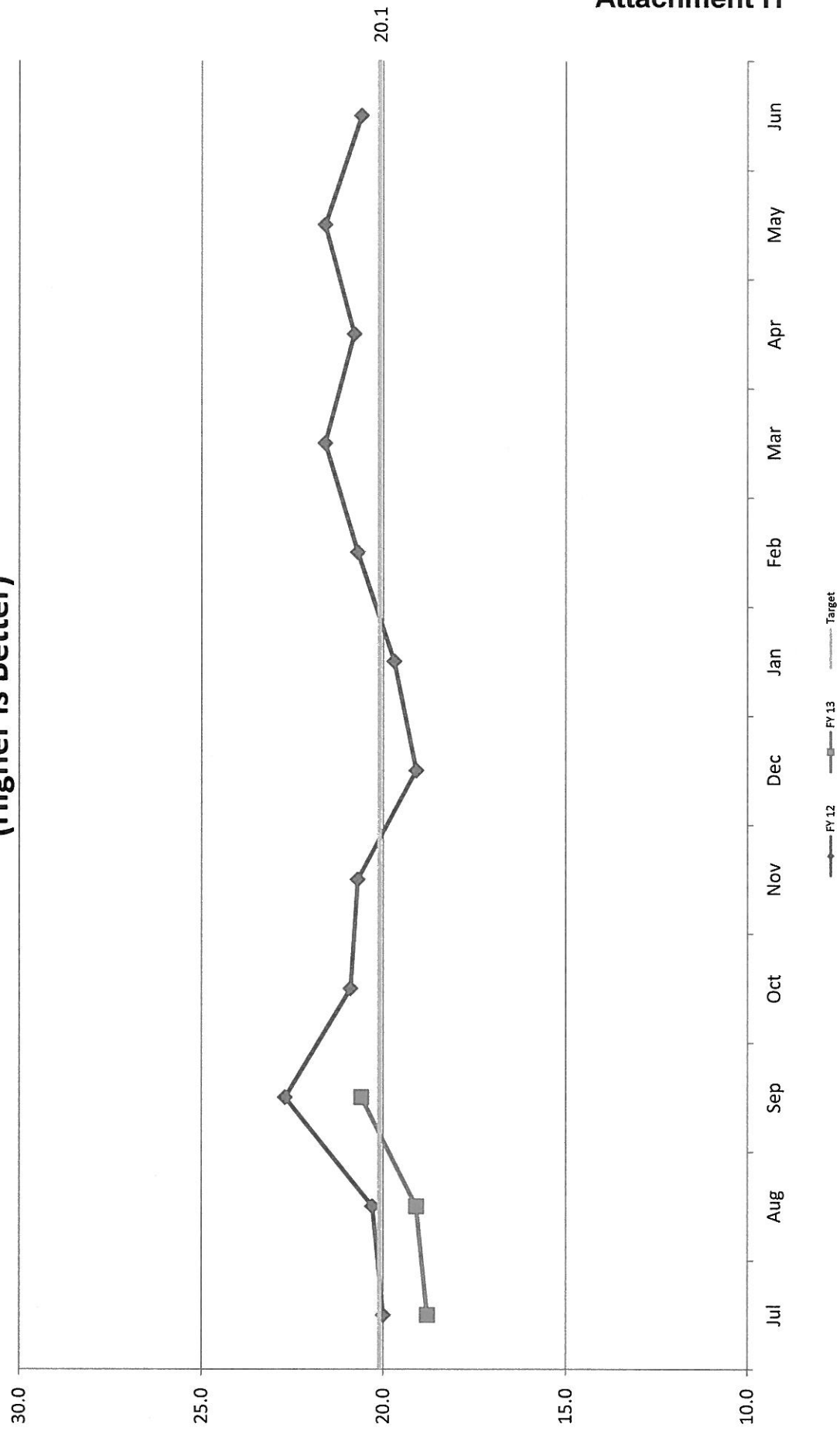
Attachment G: Average Miles Between Service Interruptions (Higher is Better)



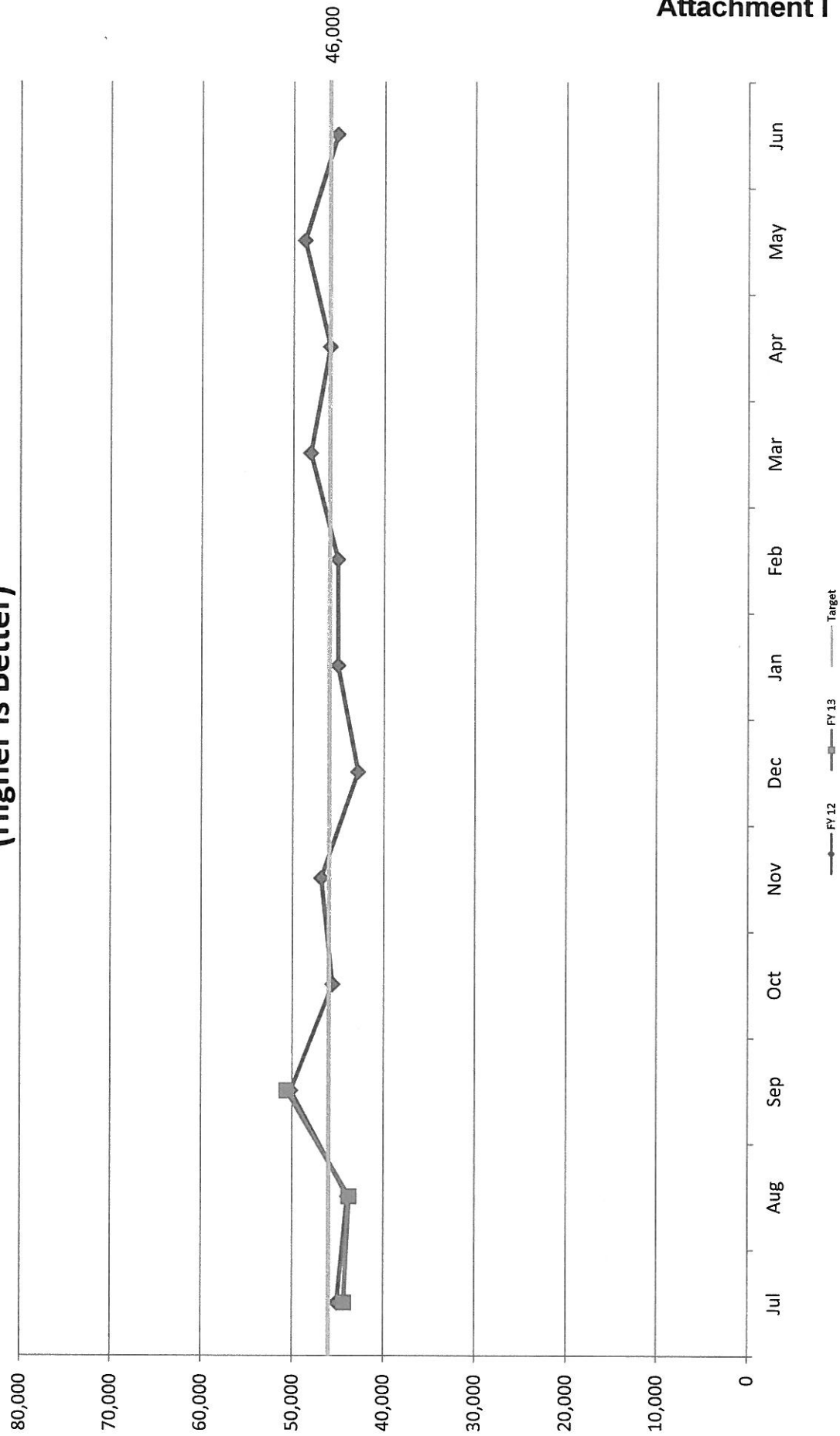
Attachment F: Average Hold Time (Lower is Better)



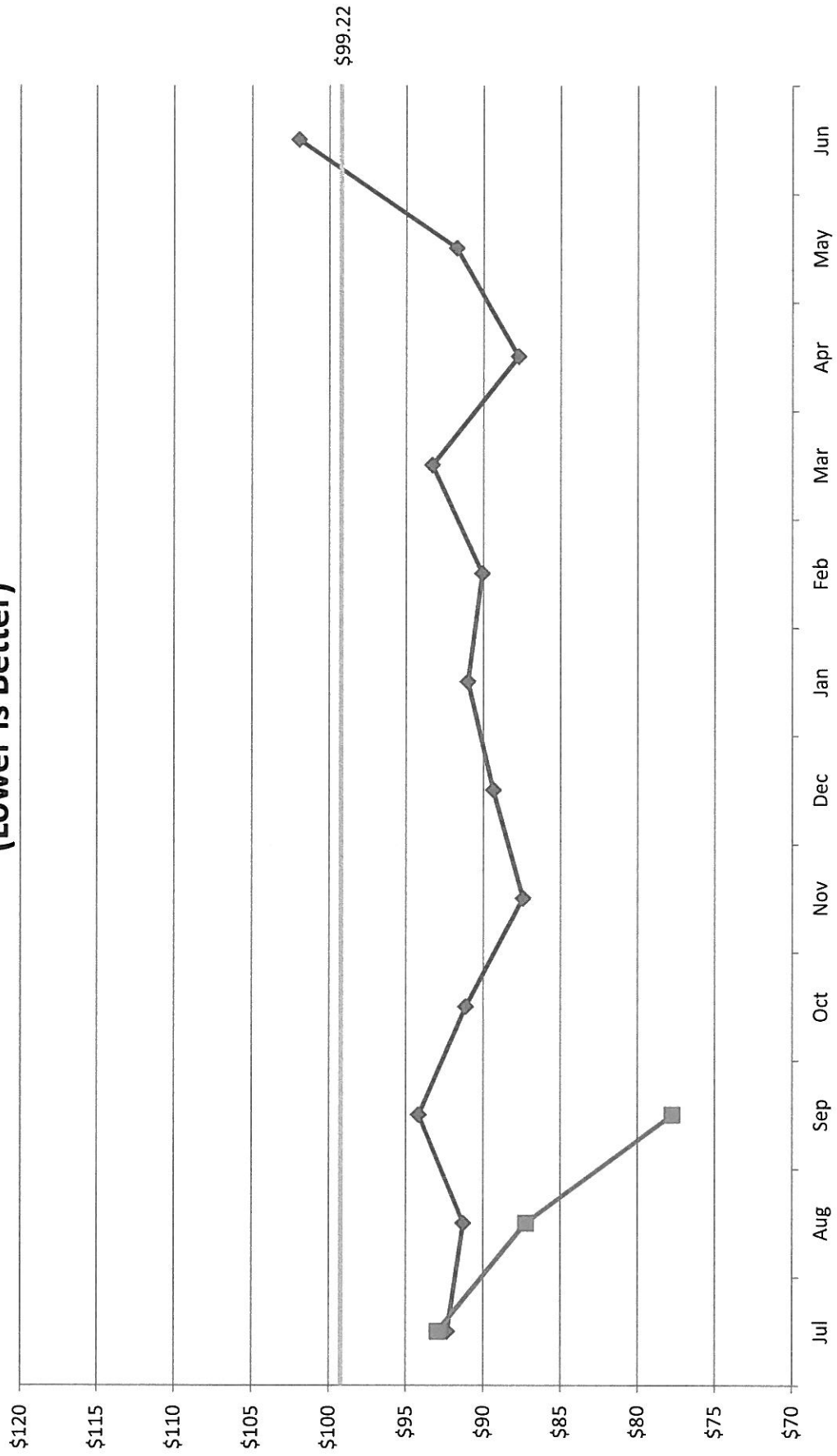
Attachment H: Boardings per Vehicle Service Hour (Higher is Better)



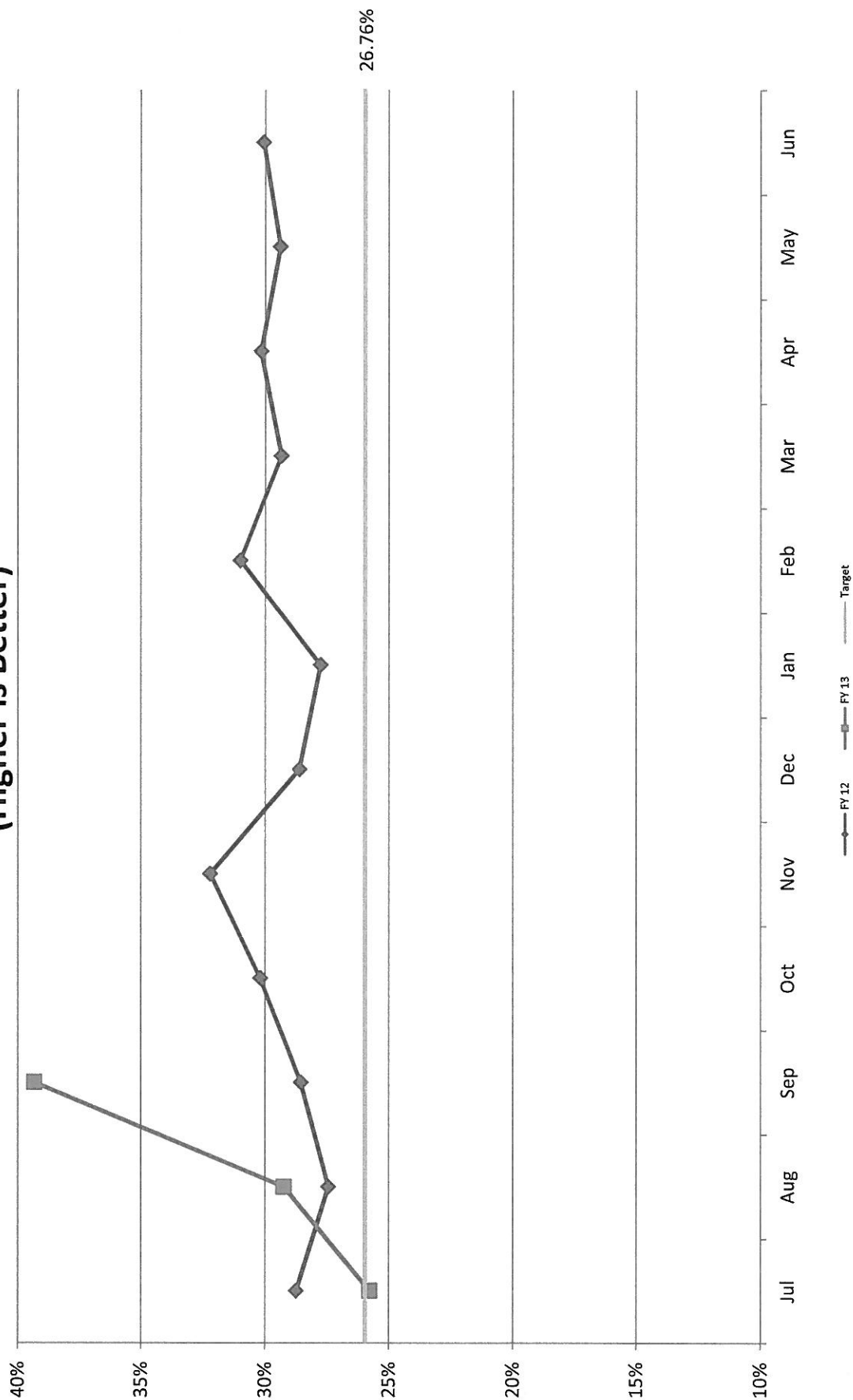
Attachment I: Average Weekday Boardings (Higher is Better)



Attachment J: Average Cost per Vehicle Service Hour (Lower is Better)



Attachment K: Farebox Recovery Ratio (Higher is Better)



Attachment L: Operations Report - Total System
August-12

Goal	Current Month	Same Month Prior Year	% Improvement	Performance Target	FY 13 Year to Date	YTD Meets/Exceeds	FY 12 Year to Date	% Improvement
Average Fare per Boarding	\$1.34	\$1.32	0.90%	\$1.32	\$1.31		\$1.28	2.03%
Average Cost per Boarding	\$4.57	\$4.61	0.84%	\$4.93	\$4.75	X	\$4.55	-4.41%
Average Subsidy per Boarding	\$3.23	\$3.28	1.54%	\$3.61	\$3.44	X	\$3.27	-5.34%
Total Vehicle Miles	1,105,035	1,069,848	3.29%	N/A	2,177,308	N/A	2,210,538	-1.50%
Vehicle Service Miles	857,930	821,413	4.45%	N/A	1,691,391	N/A	1,686,394	0.30%
Total Vehicle Hours	72,864	64,982	12.13%	N/A	143,041	N/A	133,756	6.94%
In-Service Speed	14.0	14.8	-5.39%	N/A	14.1	N/A	14.8	-5.02%
Boardings per Vehicle Service Mile	1.37	1.36	0.72%	N/A	1.35	N/A	1.36	-0.56%